Healthy Streets Operations Center (HSOC) Indicators

— # all citywide 311 and 911/0123 calls regarding homelessness: includes any 311 call mentioning "homeless" or "encampment" and all 911/0123 calls of call type 915 (homelessness), 919 (sit/lie), and 920 (aggressive solicitor).

■ **# of 311 calls handled via HSOC**

■ **# of 911/0123 calls handled via HSOC**

Chart data:

Week ending	311+911 calls line	311 calls (HSOC)	911/0123 calls (HSOC)
10/5/2018	2299	992	643
10/12/2018	2339	1029	671
10/19/2018	1803	858	645
10/26/2018	1946	918	647
11/2/2018	2220	878	688
11/9/2018	2263	900	682
11/16/2018	2006	802	654
11/23/2018	1478	497	608
11/30/2018	1827	753	648
12/7/2018	2004	722	689
12/14/2018	1812	478	494

How last week's 972 calls were resolved (based on closure notes):

■ **SFPD** was primary responder   ■ **Public Works** was primary responder   ■ SFPD and Public works **joint response**

■ Issue was **gone or unable to locate**   ■ Issue **resolved**, primary responder not identified or unknown   ■ **Closed without a response** (information lacking or no response required)

59%	3%	9%	24%	5%
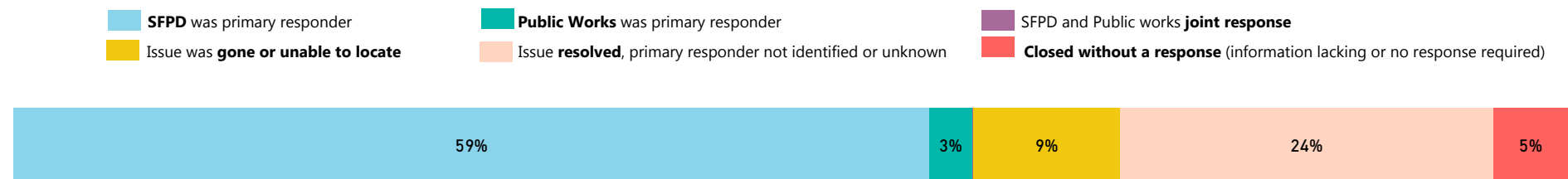
311 HSOC Queue Average Resolution Time
35.4 hours
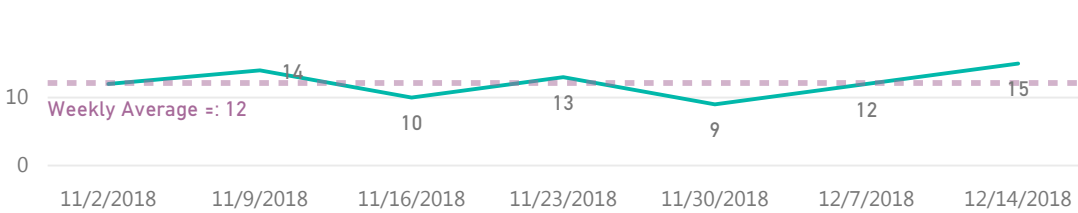

911/0123 HSOC Call Average Resolution Time
1.8 hours

Goal: Ensure San Francisco's streets are safe and clean.

Quality-of-Life Crime Incidents
15
Week ending 12/14/2018

Weekly Average =: 12

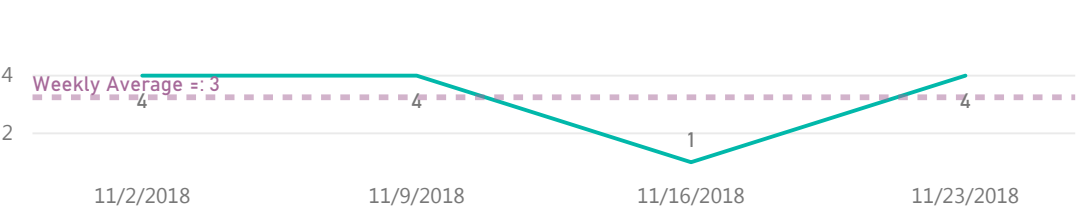| 11/2/2018	11/9/2018	11/16/2018	11/23/2018	11/30/2018	12/7/2018	12/14/2018
	14	10	13	9	12	15

Goal: Improve the medical and behavioral health of individuals on the street.

Homelessness-Related Deaths
(Blank)
Week ending 12/14/2018

Weekly Average =: 3

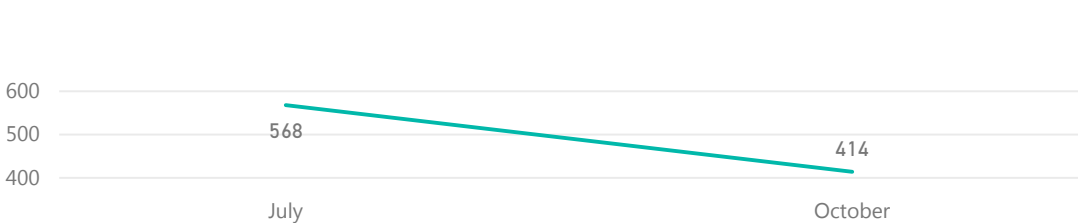| 11/2/2018	11/9/2018	11/16/2018	11/23/2018
4	4	1	4

Goal: Meet the housing, shelter, and service referral needs of individuals on the street.

Citywide Tent Count
414
As of 10/15/2018

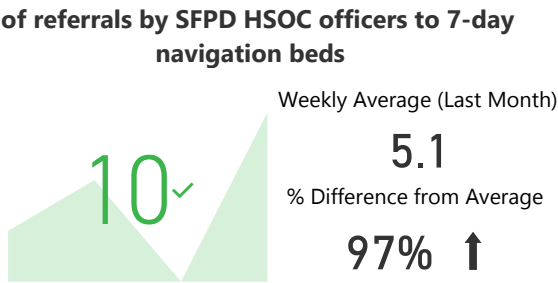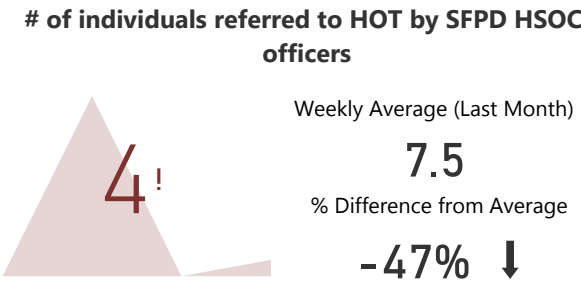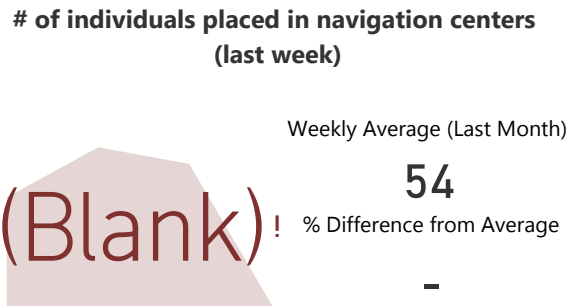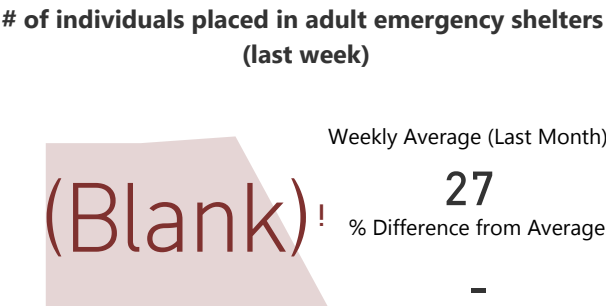| July	October
568	414

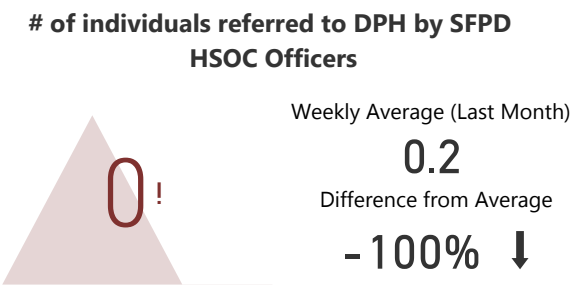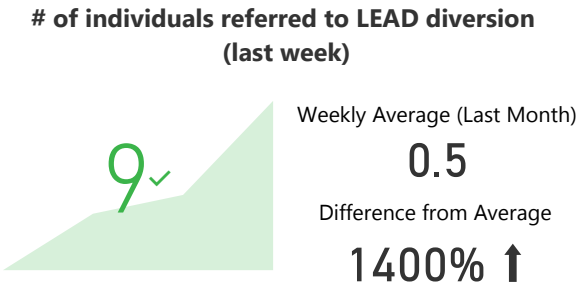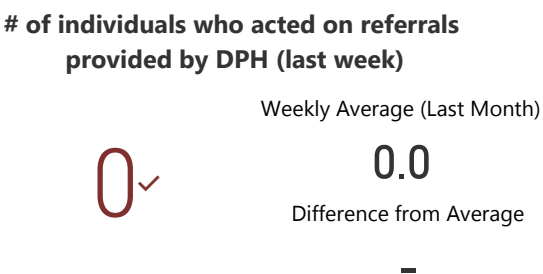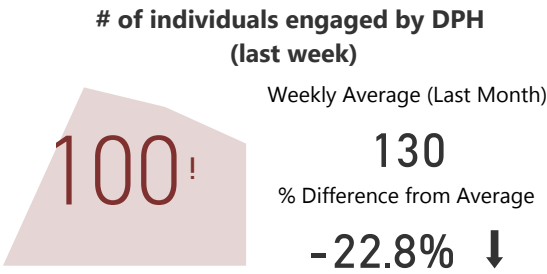# Healthy Streets Operations Center (HSOC) Performance Measures

HSOC Goals

Ensure San Francisco's streets are safe and clean

% of syringe cleanup requests resolved in 48 hours
(last week)

80% ✓

1-Month Historical Average
72 %

Closed Within 48 Hours, Last Week
94

# of drug sales arrests
(last week)

17 ✓

Weekly Average (Last Month)
3.1

% Difference from Average
444% ↑

Meet the housing, shelter, and service referral needs of individuals on the street

# of individuals placed in adult emergency shelters
(last week)

(Blank) !

Weekly Average (Last Month)
27

% Difference from Average
-

# of individuals placed in navigation centers
(last week)

(Blank) !

Weekly Average (Last Month)
54

% Difference from Average
-

# of individuals referred to HOT by SFPD HSOC officers

4 !

Weekly Average (Last Month)
7.5

% Difference from Average
-47% ↓

# of referrals by SFPD HSOC officers to 7-day navigation beds

10 ✓

Weekly Average (Last Month)
5.1

% Difference from Average
97% ↑

Improve the medical and behavioral health of individuals on the street

# of individuals engaged by DPH
(last week)

100 !

Weekly Average (Last Month)
130

% Difference from Average
-22.8% ↓

# of individuals who acted on referrals provided by DPH (last week)

0 ✓

Weekly Average (Last Month)
0.0

Difference from Average
-

# of individuals referred to LEAD diversion
(last week)

9 ✓

Weekly Average (Last Month)
0.5

Difference from Average
1400% ↑

# of individuals referred to DPH by SFPD HSOC Officers

0 !

Weekly Average (Last Month)
0.2

Difference from Average
-100% ↓

Deliver coordinated City services to effectively address encampments

# of tents/improvised structures, citywide as of 10/15/18 (point-in-time count)

414 ✓

Tent Count on 7/2/18
568

% Difference from Previous
-27.1% ↓

% of encampment calls addressed within 48 hours
(last week)

71 % ✓

1-Month Historical Average
56 %

Closed Within 48 Hours, Last Week
315

# of occupied vehicles and RVs, citywide as of 10/23/18 (point-in-time count)

432

The first vehicle count was conducted between 10/23/18 and 10/30/18. The next vehicle count will likely coincide with the tent count in January.

# of planned joint resolution operations conducted (last week)

1 ✓

Weekly Average (Last Month)
1.0

Difference from Average
-